Application Performance Troubleshooting

Identify the root cause of application performance problems.

Deploy specialist troubleshooting tools, together with expert analytical skill to pinpoint the reasons for degrading application performance.

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HM Government | G-Cloud

G-Cloud Service Summary

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Service Description

Our Application Performance Troubleshooting Service provides the tools and expertise necessary to identify the root cause of performance issues, and radically accelerates problem resolution. Our service provides entire end-to-end application visibility to ensure the root cause of a delay is pinpointed. Net Consulting uses a range of specialist tools to isolate the source of application delay using either packet headed data or full data packet analysis.

Key Features

- Identify & Resolve Application Performance Issues

- Multi-Tier Application Flow Response Analysis

- Passive Analysis Without The Need For Software Agent Installation

- Application Traffic Volume Analysis; Including Load-Balanced Traffic Verification

- Accelerated Problem Resolution

- Technical Report with Recommendations

G-Cloud Service Characteristics

Characteristic	Description
Lot	Specialist Cloud Services
Applicability	Medium-Large organisation that wishes to troubleshoot application performance issues
Contract Duration	Flexible
Contract Price	See Pricing Section
Lead time to start	Up to 1 Month

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Information Assurance

Our staff hold appropriate levels of security clearance. At a minimum this is SC and a significant number hold DV. We have extensive experience in scoping, designing, delivering and supporting systems at all Impact Levels.

Our Information Assurance capabilities support both our internal requirements for appropriate security controls and those of our customers.

Net Consulting is both ISO9001 (Quality Management) and ISO27001 (Information Security Management) accredited.

Technical Requirements

These details will need to be defined on a case by case basis with each customer as the requirements for software tools, licensing, connectivity, infrastructure and facilities will vary for different projects.

Service Management

Service Management is the set of methods, tools and processes that help manage and deliver effective IT services in a consistent way that assures delivery of the desired business outcomes. Although a well-established discipline in traditional IT, the advent of Cloud services requires a degree of realignment and extension.

Net Consulting's approach to IT service management for Cloud services is based on, and developed from, our ITIL conformant service management framework and supporting tools.

Backup/Restore & Data Management

To be agreed with the customer on a project by project basis.

On/Off Boarding

Net Consulting provides a common on-boarding and off-boarding approach for this service, tailored to the specific requirements of each customer.

Trial Services

Net Consulting can offer a time limited Proof of Concept to demonstrate how the service will work at no charge.

Training

Where appropriate, Net Consulting can provide targeted, effective and timely training for Application Performance Troubleshooting.

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Pricing

£800 per consultant, per day.

This will be a Fixed Price / Time contract based on a minimum number of days as agreed with the customer. This excludes expenses which are charged at cost.

Pricing excludes software tool cost, however this can be incorporated into a fixed price for the engagement.

Pricing is based on the size and complexity of the environment.

Please refer to the Net Consulting Rate Card.

ContactNow

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